

## Feel the excitement--Connect Care Wave 1 Launch is coming soon!

With the Connect Care Wave 1 Launch rapidly approaching on November 3rd, physicians at Wave 1 sites should be aware of a few key resources suited to their needs. Most information is openly available, while some link-outs require an AHS username and password to access.

The Connect Care Physician Manual ([manual.connect-care.ca](http://manual.connect-care.ca)) covers the basics. It is frequently updated with important information, including tip sheets and demonstrations. The Connect Care Physician Updates ([blogs.connect-care.ca](http://blogs.connect-care.ca)) site is where late-breaking developments are shared. There are multiple channels (see buttons at top of any of the blogs), including ones for tips ([tips.connect-care.ca](http://tips.connect-care.ca)), frequently asked questions ([questions.connect-care.ca](http://questions.connect-care.ca)) and a peer-to-peer support forum ([support.connect-care.ca](http://support.connect-care.ca)). Need reminding about essential tasks? See and follow the Connect Care Countdown Checklist ([checklist.connect-care.ca](http://checklist.connect-care.ca)) in the blogs. The Manual and Blogs work well on mobile devices too.

**If in doubt, just remember one link... [manual.connect-care.ca](http://manual.connect-care.ca).**

Let's make Connect Care launch a success!

## What to Do After Basic Training End User Proficiency Assessment (EUPA)

A reminder to all physicians to complete your EUPA following your Basic Training. This step enables you to gain full access to the Production environment at Launch.

Please spend some time reviewing the training materials and completing the after-class exercises prior to taking the assessment. The EUPA must be completed with a minimum score of 80% and is required to obtain access to the Connect Care clinical information system. It is open book and open system. The EUPA is completed via [My Learning Link](#).

After successfully completing the EUPA, check to see if you received a confirmation email from My Learning Link and that the system marks you as PASS.

If you did not receive a confirmation email or the system did not move you to PASS, please [click here](#) to automatically submit a brief survey to have your results registered.

## Complete that InfoCare!

There is no way round this one. No InfoCare == No Connect Care == No privileges == No work.

InfoCare is the name of the privacy awareness training that every physician must complete in order to comply with medical staff bylaws and be allowed to work with the legal record of care. This is a legislative and professional expectation... not Connect Care trying to make your life difficult.

Log on to [MyLearningLink.ahs.ca](http://MyLearningLink.ahs.ca) (MLL) with your AHS username and password. Search the available courses using "InfoCare". Anticipate spending about 15 minutes. At the end of the module, there are some questions, **attesting** that you will protect personal health information. Complete these, submit and be done! You should receive a confirmatory email.

What if MyLearningLink does not "credit" you with InfoCare completion? This can happen; especially with computers common among physicians. Physicians who complete InfoCare training but find that MLL does not credit them for completion should email [helpmylearninglink@ahs.ca](mailto:helpmylearninglink@ahs.ca) with the subject "Move InfoCare to Complete", stating in the body of the email that they completed the course, accept the **attestation** and request immediate course completion credit.

## Personalization Workshops make all the Difference!

Once physicians complete basic Connect Care training, the next step is personalization. Successful personalization of the Connect Care clinical information system (CIS) has a big impact on physician success at launch. It is very important to take advantage of personalization workshops pre-launch. Make sure that you are already registered or take advantage of self-registration via [My Learning Link](#) (supported on a first-come-first-scheduled basis).

Personalization objectives, pre-requisites and preparation are all described in the [Connect Care Physician Manual](#).

## Drop-in Training & Personalization Support

Feeling anxious? Want some last-minute help? Want to trade strategies with peers? A few moments at a Connect Care prescribers' Drop-In Centre might be just the thing!

- Who:** Prescribers (physicians, residents, medical students, dentist, nurse practitioner, clinical associate, etc.)
- What:** Informal peer-to-peer help with clinical information system use, personalization and workflows, especially those not covered in basic training.
- Where:** WMC 5G1.11 (University Hospital, Fifth floor NE)
- When:** Oct 22 to Nov 1, 2019, 0700-2300  
Nov 2-12, 2019, 24 hours a day (location TBD)  
Nov 13-18, 2019, 0800-2300 (location TBD)



Even if you have taken your Connect Care training, you may still have questions

about personalization, mobility apps or how to effectively work in Connect Care. The CMIO training team will be available each day from now until after launch to lend a hand... and learn from you!

## Drop-In Dictation (Dragon) Sessions

Intrigued by the possibilities of Connect Care speech recognition and in-system dictation? But intimidated about how to get started?

Consider learning and sharing with peers at a DMO (Dragon Medical One) drop-in Session!

- Who:** Prescribers (physicians, residents, medical students, dentist, nurse practitioner, clinical associate, etc.) anticipating use of DMO in Connect Care workflows
- What:** Informal peer-to-peer help with PowerMic Mobile set up, high-value voice commands and efficient documentation tricks.
- Where:** WMC 5G1.11 and WMC 0C2.59 (University Hospital)
- When:** Oct 21-25, 2019, 1015-1215 and 1745-1945 at WMC 5G1.11  
Oct 26, 2019, 1015-1215 at WMC 0C2.59

## Connect Care Launch Forum

The day before launch, all interested clinicians and Wave 1 stakeholders are invited to and open forum with a panel of Connect Care clinical and operational leaders.

- When:** Friday, November 1, 2019  
7:30 a.m. to 8:30 a.m.
- Where:** Bernard Snell Theatre, University of Alberta Hospital
- Sponsored by:** Alberta Health Services  
Faculty of Medicine & Dentistry  
Medical Staff Society

- [Poster: Connect Care Go-Live Forum](#)

## Referral Management for Connect Care Users

Referral is a prescribing process in which one provider (prescriber) requests services of another provider (consultant). Referral management is about how accountability is assigned, standards are applied, error is minimized, and communication is coordinated. Closed loop referral management tracks all referral actions, with patient, prescriber and consultant aware of expectations and outcomes at each phase from need discovery to need fulfillment.

As Connect Care grows, closed loop referral management can grow. Hybrid processes will continue during transitions and where referrals bridge Connect Care and non-Connect Care spaces.

- Where both referrer and consultant use Connect Care as the record of care, all referrals must be ordered and managed using Connect Care tools and workflows.
- All referrals that can be initiated and fulfilled within the CIS use closed-loop referral management, providing patients and providers with a clear understanding of referral progress.
- Referrals to Connect Care consultants from prescribers who do not use the Connect Care CIS can be accepted via facsimile, mail, telephone, Netcare eReferral or the Connect Care Provider Portal. This process gets a referral to intake. Thereafter referral management occurs within Connect Care, with communications e-delivered, faxed, eReferral-recorded or mailed to the referring provider.

For more information:

- [Byte: Connect Care Referral Management](#)
- [Backgrounder: Referral Management](#)
- [Manual: Referral & Consultation](#)